

Your One-Stop Shop For Safer Trucking

Safertruck.gov is an innovative Web site designed to help commercial truckers stay safer on the road. With online resources and reporting tools, **www.safertruck.gov** can help you ensure your rig is free from defects—and warn other truckers of potential problems.

- ▶ **Check for recalls**

Check our database for a complete listing of all recalls.

- ▶ **Check ongoing investigations**

Check our database for ongoing truck investigations.

- ▶ **Check technical service bulletins (TSBs)**

See what the manufacturers are telling their repair facilities.

- ▶ **File a complaint online**

Think your rig has a safety defect? Tell us.

The Top 6 Frequently Asked Questions About SaferTruck.gov

1. Why is it important to report a potential rig safety defect to SaferTruck.gov?

Your calls, letters, and electronic submissions help lead to recalls. Your submissions provide valuable information concerning real-world experience. The result? **You, your fellow truckers, and manufacturers are made aware of unsafe vehicles and equipment faster, which leads to recalls and repairs—and ultimately, lives are saved.**

2. How is my report used?

The information you share with National Highway Traffic Safety Administration (NHTSA) is not provided to any other Federal agency, including Federal Motor Carriers Safety Administration (FMCSA). The information you provide is catalogued according to vehicle make, model, model year, manufacturer, and the affected part, assembly, or system. Our staff continuously analyzes complaints for trends to determine if an unusual number of complaints have been received on any specific line of vehicles, tires, or equipment. If a trend is suspected and a problem has a potential for causing a risk to safety, NHTSA will open an investigation.

3. How does the recall process work?

Filing a complaint is the first step in helping us identify safety problems.

During an investigation, investigators perform a detailed technical analysis of the issue using all available information (including, but not limited to, service bulletins, consumer complaints, warranty claims, crash and injury data, part sales, inspections, tests, surveys, and other documents prepared by the manufacturers). If NHTSA believes the data indicates a safety-related defect ex-

ists, the manufacturer is asked to conduct a recall. If the manufacturer does not initiate a recall, the Government can order the manufacturer to do a recall. **If a safety-related defect exists in a motor vehicle or motor vehicle equipment, the manufacturer must fix it at no cost to the owner.**

4. How many complaints must be received before NHTSA will look into the situation?

There is no set number. It depends on the vehicle population and severity of the consequences. **Sometimes one complaint is all it takes to open an investigation.**

5. How can I file a complaint?

There are four ways:

1. **Telephone:** Call our Vehicle Safety Hotline at **888-327-4236** from anywhere in the United States including the Virgin Islands and Puerto Rico. A NHTSA representative will record your complaint information. Representatives are on duty from 8 a.m. to 10 p.m. EST Monday through Friday. Spanish-speaking representatives are available weekdays from 8 a.m. to 4 p.m. Individuals with hearing impairments can make a direct inquiry to NHTSA by calling our teleprinter (TDD) number, **800-424-9153**.
2. **Mail:** Send a letter describing your complaint. We may still need to contact you directly for more detailed information, so please include a phone number where you can be reached. We can also send you a postage-paid complaint form so you can provide the necessary information about your complaint and return it to us. Call **888-327-4236** to obtain the form. Send all correspondence to:

**U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-211)
400 Seventh Street SW.
Washington, DC 20590**
3. **Fax:** Fax your letter or complaint form to **202-366-7882**.
4. **Internet:** Electronically submit your complaint by visiting **www.safertruck.gov**.

6. As part of filing a complaint, why do you request authorization to send my personally identifiable information to the manufacturer of my vehicle?

Providing personally identifiable information to the manufacturer is optional and NHTSA will respect a driver's request to remain anonymous throughout the process. However, in order for NHTSA to engage in meaningful dialogue with the manufacturer about the problem you are experiencing, it is very helpful if NHTSA can provide the VIN to the manufacturer. That way, the manufacturer can identify the options that were built into the truck and better understand the influence these options may have on the safety problem. Sometimes it may be necessary for the manufacturer to talk directly to the driver of the vehicle to fully understand the safety problem. Other times it is a matter of properly identifying all vehicles that possess the safety problem. Sharing this information with the manufacturer can increase our ability to get a manufacturer to recall a vehicle.

